



State Government Relations
5055 North Point Parkway
Alpharetta, GA 30022

October 25, 2010

David Lacoste
Public Service Commission of South Carolina
Saluda Building
101 Executive Center Drive
Columbia, SC 29210

Dear Mr. Lacoste:

Please find attached the third quarter 2010 CLEC Service Quality Reports for MCImetro Access Transmission Services LLC d/b/a Verizon Access Transmission Services.

If you have any questions or concerns, please feel free to contact me at 888-605-0469.

Sincerely,

Melissa A. Burris
Regulatory Analyst

cc: Dulaney L. O'Roark, III

PUBLIC SERVICE COMMISSION OF SOUTH CAROLINA

CLEC QUARTERLY SERVICE QUALITY REPORT

SOUTH CAROLINA REGULATED OPERATIONS

COMPANY NAME **MCImetro Access Transmission Services LLC**
d/b/a Verizon Access Transmission Services

QUARTER / YEAR Third Quarter / 2010

Reporting Month → **October** **November** **December**

Number of South Carolina Customer Access Lines Provided:

via Resale → 0 0 0

via UNE-P → 2463 2394 2343

via Other Methods → 0 0 0

Total South Carolina Line Count → 2463 2394 2343

Trouble Reports / Access Line (%) → 1.91% 1.63% 1.28%
 (Objective: < 5%)

Customer Out of Service Clearing Times (%)* → 48.6% 43.3% 64.3%
 (Objective: > 85% w/in 24 hrs)

New Installs Completed w/in 5 Days (%) → 12.5% 100% 100%
 (Objective: > 85% w/in 5 working days)

Commitments Fulfilled (%) → 75.0% 100% 100%
 (Objective: > 85%)

Explanation for Objectives Not Met: Please note that MCImetro d/b/a Verizon Access Transmission Services is dependent on the LEC for working of trouble tickets, out of service clearing times, new installs and commitments fulfilled.

Does your company use its own switching facilities
 to provide services within South Carolina? → YES ☐ or NO XXX

Person Making Report / Contact Information: Missie Burris - 888-605-0469

** Results are no longer based on BellSouth data for MCImetro d/b/a Verizon Access Transmission Services customers as BellSouth is no longer required to report this metric. The data is now based on MCImetro d/b/a Verizon Access Transmission Services reported information which is historically lower than actual BellSouth results. As a UNE-P provider, MCImetro d/b/a Verizon Access Transmission Services relies on BellSouth to resolve OOS trouble reports.*